

ADVERTISED BID CITY OF ST. LOUIS

OFFICE OF THE SUPPLY COMMISSIONER
1200 MARKET ST RM 324
ST LOUIS MO 63103-2842



REQUEST FOR QUOTE

6221200002

PAGE

1

ADDRESS CORRESPONDENCE TO

We agree to furnish the following articles to the City of St. Louis,
free of any extra charges, in the quantity named and at the prices respectively
stated:

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NEIGHBORHOOD STABILIZATION
1520 MARKET STREET
ROOM 4000
ST LOUIS MO

63103
314-657-1391

SEE TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS QUOTATION SHEET.

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
11/02/11				

REPLY DUE BY: 11/29/11 12:00 O'CLOCK NOON

NEEDED BY DATE	QUANTITY	UNIT	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
	<p>REQ LINE NUMBER : 0001</p> <p>1 EACH CITY CALL RECORDER</p> <p>PHONE CALL RECORDING SYSTEM</p> <p>SEE SPECIFICATIONS ATTACHED</p> <p>OR ACCEPTABLE EQUAL</p> <p>CLEARLY STATE MFG., NO. & BRAND</p> <p>VENODR MUST SUBMIT DETAILED INFORMATION WITH BID ON PRODUCT OFFERED</p> <p>STATE BEST GUARANTEED DELIVERY: A.R.O.</p> <p>ALL ITEMS SHALL BE F.O.B. DESTINATION</p> <p>* VENDORS SHOULD NOTE IF THEY ARE MINORITY OR WOMEN OWNED BUSINESS (CHECK)</p> <p>MBE ----- WBE-----</p> <p>PLEASE RESPOND: VENDOR MUST COMPLETE, SIGN & RETURN THE ENCLOSED BUY AMERICAN FORM WITH THEIR BID.</p>					
					TOTAL →	

NAME OF FIRM	STATE DELIVERY: CALENDAR DAYS	COMPTROLLER	Date
ADDRESS			
CITY	SIGNED BY:	SUPPLY COMMISSIONER	Date
PHONE			
Area Code ()			

ADVERTISED BID CITY OF ST. LOUIS

OFFICE OF THE SUPPLY COMMISSIONER
1200 MARKET ST RM 324
ST LOUIS MO 63103-2842



REQUEST FOR QUOTE

62212Q0002

PAGE

2

ADDRESS CORRESPONDENCE TO

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1520 MARKET STREET
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11/02/11				

REPLY DUE BY: 11/29/11 12:00 O'CLOCK NOON

NEEDED BY DATE	QUANTITY	UNIT	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>IF FREIGHT OR DELIVERY CHARGE TO BE BILLED, IT MUST BE INCLUDED IN THIS QUOTE OR IT WILL NOT BE PAID. () FREIGHT IS INCLUDED IN THE QUOTED UNIT PRICE. () WE WILL CHARGE FREIGHT/DELIVERY IN THE AMOUNT OF: \$ _____</p> <p>PLEASE TYPE NAME OF CONTACT PERSON FOR THIS BID: NAME: _____ FAX: _____ E-MAIL: _____</p> <p>NOTICE RE: ORDINANCE #60643</p> <p>A CITY OF ST. LOUIS BUSINESS LICENSE IS REQUIRED IF YOU MEET ANY OF THE FOLLOWING (CHECK AS APPROPRIATE): ----- BUSINESS IS LOCATED WITHIN THE CITY LIMITS ----- DELIVERY WITHIN CITY LIMITS IS BY COMPANY TRUCK ----- SALES CALLS MADE WITHIN THE CITY LIMITS</p> <p>*** BID RESULTS MAY BE AVAILABLE 30 DAYS AFTER OPENING DATE. IF YOU DESIRE BID RESULTS, PLEASE INCLUDE A SELF ADDRESSED STAMPED ENVELOPE WITH YOUR BID. ***</p> <p>=====</p> <p>BIDS WILL BE AWARDED BASED ON OFFICIAL SPECIFICATIONS PROVIDED BY SUPPLY DIVISION ONLY & ANY RELATED ADDENDA. ALL INQUIRIES MUST BE IN WRITING (LETTER/E-MAIL/FAX) TO THE FOLLOWING BUYER: LYNN CRAWFORD, CPPB - CRAWFORDL@STLOUISCITY.COM</p>						
						TOTAL ➡

NAME OF FIRM	STATE DELIVERY: CALENDAR DAYS	COMPTROLLER	Date
ADDRESS			
CITY	SIGNED BY:	SUPPLY COMMISSIONER	Date
PHONE			
Area Code ()			

OFFICE OF THE SUPPLY COMMISSIONER
1200 MARKET ST RM 324
ST LOUIS MO 63103-2842

... We agree to furnish the following articles to the City of St. Louis, free of any extra charges, in the quantity named and at the prices respectively stated:



6221200002

3

ADDRESS CORRESPONDENCE TO

NEIGHBORHOOD STABILIZATION
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SHIP
TO

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11/02/11				

REPLY DUE BY: 11/29/11 12:00 O'CLOCK NOON

[illegible]

NAME OF FIRM		STATE DELIVERY:	COMPTROLLER	Date
ADDRESS			CALENDAR DAYS	
CITY	STATE	SIGNED BY:	SUPPLY COMMISSIONER	Date
PHONE Area Code ()				

Agent Call Recording/Screen Recording System

Background

The Citizens' Service Bureau (CSB) is the centralized inbound call center for the City of St. Louis.. Customer Service Representatives (CSRs) answer citizen calls, diagnose the nature of the citizen question or complaint and, if needed, enter a service request to the proper city operating department.

The CSB requires a call recording system primarily for quality assurance, training and coaching. A random sampling of agent calls are reviewed and scored by a supervisor on a monthly basis. Recorded calls, on occasion, are exported to another city department upon request. We are also interested in adding the functionality to record agent pc screens for improving our quality assurance reviews.

CSB Phone/PC Equipment

- CSB calls are routed to agents via an auto-call distributor on our AT&T Central Office PBX switch.
- All agents use digital, Meridian brand desk phone with headset adapter
- 9 agent lines that will be recorded
- Agents have dual monitors, 18 screens to be recorded (optional).
- 2 Supervisors and 1 Manager will conduct quality assurance (max 2 at a time logged in)
- All employees run Windows XP Professional on their desktop pc.
- City IT department will provide IP addresses for recording server(s) to be placed on our network.

REQUIREMENTS In addition to system being compatible with the above listed equipment, the following outlines requirements that CSB is seeking in a call/screen recording system:

1. System Design
 - 1.1. System must allow for simultaneous recording on multiple channels and playback on multiple remote workstations without any loss of data and without interruption to the rest of system.
 - 1.2. System must utilize non-proprietary, ODBC compliant database for centralized management of and access to all attributes of all recordings.
 - 1.3. Original recordings must be protected and verifiable against editing.
 - 1.4. Recording server must be secure, requiring supervisors to login with a username and password in order to access the calls.
 - 1.5. Supervisor should be able to restrict call exporting capabilities, including ability to email calls, on a per user basis.
2. Call Recording
 - 2.1. Ability to record all agent voice conversations, inbound and outbound, in a digitized format.
 - 2.2. Recorder must have settings to ensure recording starts and stops in time with the actual start/stop of the call.
 - 2.3. Ability to provide supervisor with live monitoring of calls in progress via the supervisor's pc.

3. Playback/Search
 - 3.1. Recordings must be retrievable across the City LAN using standard Windows personal computers.
 - 3.2. System must have ability to instantly play back recorded calls
 - 3.3. When reviewing a call, supervisor should be able to add notes, bookmarks or in some way flag a call so that it can be easily pulled back up in the future.
 - 3.4. At a minimum, supervisors must be able to search for calls using the following search parameters: Agent name, date and time of call, notes or flags added previously by the supervisor, grade/score previously assigned to the call by a supervisor.
 - 3.5. System must allow for multiple sequential calls to be combined into one recording.
 - 3.6. User should be able to save searches with a combination of fixed and variable parameters, where the system prompts for the variable(s) when the search is run
 - 3.7. Recorded calls must be stored as .wav files (or other common file format that does not require special software to open) and user must be able to export these files so they can be reviewed by anyone using a common multi-media player
 - 3.8. When exporting, system should provide user with option to append spoken date/time announcement to the recording.
 - 3.9. Supervisor should be able to login and retrieve calls via a web-based (ie remote) interface.
4. Storage/Archiving
 - 4.1. Call recording server must have internal (local drive) storage for fast access.
 - 4.2. System must simultaneously archive calls to a removable DVD/RW disk, network storage location or other storage media type for long-term storage.
 - 4.3. System must index the archived calls, assign unique ID to each DVD or other storage media, and prompt user as to which numbered media to load when recalling an archived record.
 - 4.4. System must alert supervisor when archive storage media is full and needs to be changed.
5. Reports
 - 5.1. System's standard reporting package must be included at no extra charge and provide interface for completely custom ad-hoc reporting and graphs.
 - 5.2. System should have some standard report templates, including but not limited to summaries per channel, summaries by date, and summaries by user defined flags.
 - 5.3. The report interface must utilize a simple, intuitive user interface for setting report criteria
 - 5.4. Reports should be able to be saved, exported. and printed in PDF and delimited format
6. Warranty/Maintenance/Upgrades
 - 6.1. System must include at a minimum, 1 year manufacturer's warranty for all software and hardware.
 - 6.2. If under software maintenance, all future software upgrades shall be at no charge to the user.
 - 6.3. The vendor must provide a single point of contact for pre-installation and post-installation technical support.

DESIRABLE OPTIONS

7. Screen Recording
 - 7.1. Ability to record video of agents PC activity and sync that video to the related call upon playback
 - 7.2. Recording settings to ensure PC activity video starts and stops in time with the actual start/stop of the call.

- 7.3. System must have ability to instantly play back recorded video
- 7.4. Recorded calls and related screen video must be synchronized. User should not need to manually match the recorded call to the related screen video. User should be able to watch video and listen to call at same time.
- 7.5. Recorded screens must be stored as .avi files (or other common file format that does not require special software to open) and user must be able to export these files so they can be reviewed by anyone using a common multi-media player
- 7.6. Recorded screens should be archived in similar manner as recorded calls (as described in Section 4 above)
8. Quality Assurance Grading
 - 8.1. System should include process for auditor to score/evaluate calls as they are reviewing the call/screen recording. The evaluation interface must present both playback of the call and screen recording AND evaluation form on the same screen (or side by side windows).
 - 8.2. All score/evaluation forms should be fully editable by the call center manager without need for vendor or IT tech involvement. Editing should be limited to only persons granted edit rights by the call center manager.
 - 8.3. Call center manager should be able to create varying evaluation forms for use on varying types of calls (ie, one form for scoring a Refuse call, a different form for scoring a Forestry call, etc).
 - 8.4. Evaluation forms must include a variety of question types, including but not limited to: yes/no answers, multiple choice answers, free text answers.
 - 8.5. Manager should have the ability to assign point value (ie: weight scoring) to each question on the evaluation form.
 - 8.6. The evaluation process and interface must be easy and convenient and include intuitive buttons, pull-down menus and other scoring tools, including the ability to add comments as needed.
 - 8.7. Evaluation forms must maintain links to the pertinent recordings, for easy access, training, or export at a later date.
 - 8.8. System should include ability for manager to pull statistical reports detailing audit scores by agent, by time frame, etc

RESPONSES

Responses to this RFQ should include:

1. Statement that product offered is compatible with CSB phone equipment
2. Check list for each above requirement (1.1 – 6.3), indicating if the feature is included in base price, requires added cost, or is not available.
3. Check list for each above desirable option (7.1 – 8.8), indicating if the feature is included in base price, requires added cost, or is not available.
4. Pricing Option A:
 - 4.1. Itemized pricing for purchase of the proposed system, separating out the costs for any features not included in the base purchase price.
 - 4.2. Annual software and hardware maintenance plan pricing for the next 5 years.
5. Pricing Option B:
 - 5.1. Lease pricing as an alternative to purchase. Lease pricing should include software and hardware maintenance costs. Include end of lease options (ie: extend lease, purchase for \$1.00, etc).

NOTE – Responses must include BOTH pricing options.

AGENT CALL RECORDING/SCREEN RECORDING SYSTEM				
Please complete the following:				
REQUIREMENTS	INCLUDED IN BASE PRICE	REQUIRES ADDED COST	NOT AVAILABLE	COMMENT
<u>1. SYSTEM DESIGN</u>				
1.1. System must be compatible with the above listed equipment		\$		
1.2. System must allow for simultaneous recording on multiple channels and playback on multiple remote workstations without any loss of data and without interruption to the rest of system.		\$		
1.3. System must utilize non-proprietary, ODBC compliant database for centralized management of and access to all attributes of all recordings.		\$		
1.4. Original recordings must be protected and verifiable against editing.		\$		
1.5. Recording server must be secure, requiring supervisors to login with a username and password in order to access the calls.		\$		
1.6. Supervisor should be able to restrict call exporting capabilities, including ability to email calls, on a per user basis.		\$		
<u>2. CALL RECORDING</u>				
2.1. Ability to record all agent voice conversations, inbound and outbound, in a digitized format.		\$		
2.2. Recorder must have settings to ensure recording starts and stops in time with the actual start/stop of the call.		\$		
2.3. Ability to provide supervisor with live monitoring of calls in progress via the supervisor's pc.		\$		
<u>3. PLAYBACK/SEARCH</u>				
3.1. Recordings must be retrievable across the City LAN using standard Windows personal computers.		\$		
3.2. System must have ability to instantly play back recorded calls		\$		

REQUIREMENTS	INCLUDED IN BASE PRICE	REQUIRES ADDED COST	NOT AVAILABLE	COMMENT
3.3. When reviewing a call, supervisor should be able to add notes, bookmarks or in some way flag a call so that it can be easily pulled back up in the future.		\$		
3.4. At a minimum, supervisors must be able to search for calls using the following search parameters: Agent name, date and time of call, notes or flags added previously by the supervisor, grade/score previously assigned to the call by a supervisor.		\$		
3.5. System must allow for multiple sequential calls to be combined into one recording.		\$		
3.6. User should be able to save searches with a combination of fixed and variable parameters, where the system prompts for the variable(s) when the search is run		\$		
3.7. Recorded calls must be stored as .wav files (or other common file format that does not require special software to open) and user must be able to export these files so they can be reviewed by anyone using a common multi-media player		\$		
3.8. When exporting, system should provide user with option to append spoken date/time announcement to the recording.		\$		
3.9. Supervisor should be able to login and retrieve calls via a web-based (ie remote) interface.		\$		
4. STORAGE/ARCHIVING				
4.1. Call recording server must have internal (local drive) storage for fast access.		\$		
4.2. System must simultaneously archive calls to a removable DVD/RW disk, network storage location or other storage media type for long-term storage.		\$		
4.3. System must index the archived calls, assign unique ID to each DVD or other storage media, and prompt user as to which numbered media to load when recalling an archived record.		\$		
4.4. System must alert supervisor when archive storage media is full and needs to be changed.		\$		

REQUIREMENTS	INCLUDED IN BASE PRICE	REQUIRES ADDED COST	NOT AVAILABLE	COMMENT
<u>5. REPORTS</u>				
5.1. System's standard reporting package must be included at no extra charge and provide interface for completely custom ad-hoc reporting and graphs.		\$		
5.2. System should have some standard report templates, including but not limited to summaries per channel, summaries by date, and summaries by user defined flags.		\$		
5.3. The report interface must utilize a simple, intuitive user interface for setting report criteria		\$		
5.4. Reports should be able to be saved, exported, and printed in PDF and delimited format		\$		
<u>6. WARRANTY/MAINTENANCE/UPGRADES</u>				
6.1. System must include at a minimum, 1 year manufacturer's warranty for all software and hardware.		\$		
6.2. If under software maintenance, all future software upgrades shall be at no charge to the user.		\$		
6.3. The vendor must provide a single point of contact for pre-installation and post-installation technical support.		\$		
<u>DESIRABLE OPTIONS</u>				
<u>7. SCREEN RECORDING</u>				
7.1. Ability to record video of agents PC activity and sync that video to the related call upon playback		\$		
7.2. Recording settings to ensure PC activity video starts and stops in time with the actual start/stop of the call.		\$		
7.3. System must have ability to instantly play back recorded video		\$		
7.4. Recorded calls and related screen video must be synchronized. User should not need to manually match the recorded call to the related screen video. User should be able to watch video and listen to call at same time.		\$		

REQUIREMENTS	INCLUDED IN BASE PRICE	REQUIRES ADDED COST	NOT AVAILABLE	COMMENT
7.5. Recorded screens must be stored as .avi files (or other common file format that does not require special software to open) and user must be able to export these files so they can be reviewed by anyone using a common multi-media player		\$		
7.6. Recorded screens should be archived in similar manner as recorded calls (as described in Section 4 above)		\$		
8. QUALITY ASSURANCE GRADING				
8.1. System should include process for auditor to score/evaluate calls as they are reviewing the call/screen recording. The evaluation interface must present both playback of the call and screen recording AND evaluation form on the same screen (or side by side windows).		\$		
8.2. All score/evaluation forms should be fully editable by the call center manager without need for vendor or IT tech involvement. Editing should be limited to only persons granted edit rights by the call center manager.		\$		
8.3. Call center manager should be able to create varying evaluation forms for use on varying types of calls (ie, one form for scoring a Refuse call, a different form for scoring a Forestry call, etc).		\$		
8.4. Evaluation forms must include a variety of question types, including but not limited to: yes/no answers, multiple choice answers, free text answers.		\$		
8.5. Manager should have the ability to assign point value (ie: weight scoring) to each question on the evaluation form.		\$		
8.6. The evaluation process and interface must be easy and convenient and include intuitive buttons, pull-down menus and other scoring tools, including the ability to add comments as needed.		\$		
8.7. Evaluation forms must maintain links to the pertinent recordings, for easy access, training, or export at a later date.		\$		

REQUIREMENTS	INCLUDED IN BASE PRICE	REQUIRES ADDED COST	NOT AVAILABLE	COMMENT
8.8. System should include ability for manager to pull statistical reports detailing audit scores by agent, by time frame, etc		\$		

PRICING PAGE (RESPONSES SHALL INCLUDE BOTH PRICING OPTIONS)

PRICING OPTION A:

ITEMIZED PRICING (SEPARATING OUT COSTS FOR FEATURES) \$ _____

5 YEAR ANNUAL SOFTWARE/HARDWARE MAINTENANCE PLAN \$ _____

PRICING OPTION B:

LEASE PRICING AS AN ALTERNATIVE TO PURCHASE \$ _____

END OF LEASE OPTIONS: (EXTENSIONS, BUYOUT, ETC.)

CITY OF ST LOUIS, MISSOURI
INSTRUCTION TO BIDDERS (for request for quotations - RFQs)

VENDORS SHOULD CAREFULLY READ THE FOLLOWING INSTRUCTIONS AND TERMS AND CONDITIONS, BEFORE SUBMITTING QUOTATION. **CAUTION: THIS IS NOT AN ORDER**

- Quotations will only be accepted on this form which must be returned in a **sealed envelope**. *The upper left corner of the envelope must include the following information: Vendor Name, Quotation Number and the Due By Date.* This information is also required on any mail delivered next day or overnight.
- Quotations should be typewritten or in ink. Altered or erased unit price(s) must be initialed. One copy of Quotation Sheet must be submitted, please retain a copy for your files.
- The Supply Commissioner reserves the right to reject any or all bids.
- The Supply Commissioner reserves the right to make awards on an item basis or on a total basis.
- Bidders must quote Unit Price(s) and Extension on each item. When an error appears on an extension, the Unit Price(s) will govern.
- When Quotation Sheet requests item(s) by brand name and your quote is for an alternate brand – show brand name(s) with model number(s) and attach full specifications.
- When Quotation Sheet has only a general description(s) of item(s) required – show brand name with model number(s) and attach full specifications.
- Suppliers shall not offer more than one bid on each item. Two or more quotations on the same item may cause a rejection of the bid. Suppliers must determine which one of their many styles or types fully meet the specification.
- Freight or delivery charges must be included in quote, or shown separately on quote, so bid can be evaluated.
- **Bids must arrive no later than NOON** on the date stated or will be rejected. Faxed or E-mailed bids are not accepted unless specifically requested.
- Bids will be publicly opened on the date specified beginning at NOON.
- Prices quoted will be considered firm.
- Bids having an acceptance limit of less than 30 days after opening date may be rejected.
- Time of proposed delivery must be stated in definite terms.
- Failure of Bidder to understand the item(s) requested or any part of the specifications will not be a valid reason for bidding on the wrong item(s). Any questions regarding description of item(s) requested should be cleared with the Buyer listed in the bid document.
- **Samples** when requested must be delivered before actual time of bid opening with each sample plainly tagged showing the name of Bidder, Quotation Number, Brand Name and lot number or quality. Submission of samples does not relieve bidder from meeting the specifications as outlined in the Bid Documents unless the bidder specifically states they are bidding on an alternate.
- All samples are to be submitted to the address listed below unless otherwise stated in Bid Documents.
- Deliveries must be accompanied by a packing slip or invoice, listing the Department, Quotation Number, and the exact quantities of each item included in the shipment.
- **ONLY U.S.P., N.F., OR N.N.D. DRUGS ARE ACCEPTABLE. ALL DRUGS MUST COME IN MANUFACTURER'S ORIGINAL PACKAGES, PROPERLY SEALED.**
- In the event the successful bidder fails to make delivery of any item or items that meet the conditions and requirements as outlined in this proposal within 7 days of time stated by bidder on face of this quotation sheet, the City reserves the right to purchase said item or items on the "OPEN MARKET" and charge any costs above the BID PRICE to the bidder.
- The laws of the State of Missouri provide that the City of St. Louis pay no State Sales or Use Tax or Federal Excise Taxes and these taxes should be excluded from your bid price. Federal Excise Tax Exemption Certificates will be furnished to successful bidder.
- Suppliers shall save harmless the City of St. Louis from the payment of any and all claims or demands arising out of any infringement, alleged infringement, or use of any patent or patented device, article, system, arrangement, material or process used by him in the execution of this contract.
- Supply Division hours are Monday through Friday – 8:00 A.M. to 5:00 P.M. Main Number: 314-622-4580.

All bids must be submitted in a SEALED ENVELOPE and mailed to:

SUPPLY COMMISSIONER
1200 MARKET ST RM 324
ST LOUIS MO 63103-2842



**CITY OF ST. LOUIS
DEPARTMENT OF FINANCE
OFFICE OF THE SUPPLY COMMISSIONER**

FREDDIE L. DUNLAP
SUPPLY COMMISSIONER

FRANCIS G. SLAY
MAYOR

CITY HALL
1200 MARKET ST., ROOM 324
ST. LOUIS, MO. 63103-2819
(T): (314) 622-4580
(F): (314) 622-4141

ATTENTION

Please carefully review all information requested in this bid package. Failure to submit required samples, literature, unit pricing, extended pricing, and any other requested information may result in disqualification of your bid or any portion of your bid.

- Two or more bids submitted for one item (item rejected).
- Signature missing on bid or **any** required form.
- Buy American Form not completed or returned (may be rejected).
- M/WBE Form not completed or returned (may be rejected).
- Altered or erased unit prices (must be initialed).
- Faxed bid, unless specifically requested (will be rejected).
- Failure to submit required Bond (for Contracts only) by the date indicated.

The reasons indicated above may disqualify your bid. If you have any questions, call the buyer indicated on the RFQ.

This form must be returned with your bid. I certify that I have read and understand the information above.

Manual Signature

Date

ST. LOUIS DOMESTIC PRODUCTS PROCUREMENT ACT

The City of St. Louis has enacted an ordinance relating to the purchase of domestic products by City government, with penalty provisions. The ordinance amends Section 5.58.010 Revised Code of the City of St. Louis, 1986, as amended by adding thereto new subsections dealing with the requirement that the Supply Commissioner or his designee give preference to goods or commodities manufactured in the United States of America, stating exceptions to said policy. Sections one through six are reprinted below.

Section One. Section 5.58.010 Revised Code of the City of St. Louis is hereby amended by adding the following language: Each solicitation to bid and the method of describing the items to be bid upon of any goods or commodities sought to be purchased by the Office of Supply Commissioner, and any contract entered into by and on behalf of the City of St. Louis and executed by the Mayor and/or the Comptroller of the City of St. Louis wherein the construction, alteration, repair or maintenance of any public works is the subject of the contract so executed, shall contain a provision that the goods or commodities furnished or used in the furtherance of said project by any contractor or subcontractor, manufacturer or supplier as the case may be, shall be manufactured, assembled or produced in the United States, and said requirement as defined above shall be stated in said bid.

Section Two. The provision of Section One of this Ordinance shall not apply in the following instances:

- (i) Where the item purchased as the contract entered into for repairs or renovation is less than One Thousand (\$1,000.00) Dollars.
- (ii) Where no line of a particular good or product is manufactured, assembled or produced in the United States.
- (iii) Where the acquisition of United States manufactured or produced goods would increase the cost by more than (10%) percent.

Section Three. The certificate required by this section shall specify the nature of the contract, the product being purchased or leased, the names and addresses of the United States manufacturers and producers contracted by the Commissioner or the project architect or engineer, and an indication that such manufacturers or producers could not supply sufficient quantities or that the price of the products would increase the cost of the contract by more than ten percent.

Section Four. No public agency may authorize, provide for, or make any payment to any vendor or contractor upon any contract in violation of section 2 of this act. Prior to the awarding of the bid and before any public agency authorizes, provides, or makes payment to any vendor or contractor upon any contract to which section 2 or 6 of this act applies, the vendor or contractor shall provide proof of compliance with section 2, and, if applicable, section 6 of this act. Any vendor or contractor who knowingly misrepresents any material fact to the public agency concerning the origin of any manufactured goods or commodities shall be guilty of a Class A misdemeanor.

Section Five. Sections 1 to 6 of this act shall apply only to contracts and subcontracts entered into after the effective date of this act, and shall not limit the use or supply of manufactured goods or commodities purchased or leased prior to the effective date of this act.

Section Six. Nothing in sections 1 or 6 of this act is intended to contravene any existing treaty, law, agreement, or regulation of the United States. All contracts under section 1 or 6 of this act shall be entered into in accordance with existing treaty, law, agreement, or regulation of the United States including all treaties entered into between foreign countries and the United States regarding export-import restrictions and international trade and shall not be in violation of sections 1 to 6 of this act to the extent of such accordance.

Interpretations and Guidelines

Section One: "Shall be manufactured" is interpreted to mean to make or process a raw material into a finished product or to turn-out in a mechanical manner. "Assembled" is interpreted to mean to fit or to join together the parts, gather, or to congregate in a manufacturing environment. "Produced" is interpreted to mean to create by manual or physical effort, to make or yield to customary product or products.

Section Two (i) This is interpreted to mean less than one thousand dollars in aggregate (total purchases).

(iii) When applying this subsection, multiply the cost of the foreign product by ten percent and compare the cost to the American product. If the American product cost is less than the sum of the cost of the foreign product plus ten percent, the award will be made to the vendor bidding the American product. The price paid by the City of St. Louis will be the actual price bid by the winning bidder.

Section Three: "Could not supply sufficient quantities" is interpreted to mean in order to meet the using agency's delivery schedule and in quantity specified.

Section Four: The vendor's authorized representative must complete a self-certification form, as required by the existing procedures previously indicated. These certification forms will be used to determine whether the manufacturer or producers could, or could not supply sufficient quantities, or the cost of the products would increase the contract by more than ten percent.

Prior to the City awarding the bid, the vendor shall provide certification that the product being bid is manufactured, assembled or produced in the United States or there is an existing treaty, law or regulation whereby the product bid shall be treated the same as product manufactured, assembled or produced in the United States. The procuring agency shall accept the self certification in order to apply the percentage differential that is applicable under this law. Failure to provide certification shall cause the city to presume that such product is not American made and preference shall not be considered for that product.

CERTIFICATION FORM

ST. LOUIS DOMESTIC PRODUCTS PROCUREMENT ACT

(BUY AMERICAN)

Bidders are advised of legislation enacted by the City of St. Louis which requires all manufactured goods or commodities used or supplied in the performance of this contract or any subcontract to be manufactured, assembled or produced in the United States, unless obtaining American made products would increase the cost of this contract by more than ten percent.

Section Four requires the vendor or contractor to certify his compliance with this legislation and if applicable, Section Six, if preference is claimed.

This legislation does not apply if the total bid is less than one thousand dollars (\$1,000.00).

Bids received will be evaluated on the basis of this legislation. Certificates of compliance must be completed and returned to be considered for preference. Failure to provide certification shall cause the City to presume that such product is not American made.

☐

CERTIFICATION

If **all** the specified goods or products are manufactured, assembled or produced in the United States, check box at left and complete certification at the bottom of this form.

☐

SECTION SIX CERTIFICATION

If any or all of the specified goods or products are manufactured, assembled or produced in a country other than the "United States", and exemption is requested because such product is Fair Trade Product: (a) list the country, other than the United States, where each good or product you propose to furnish is manufactured, assembled or produced; (b) check box at left of this paragraph and list corresponding commodities and (c) complete Section Six Documentation portion below.

Item Number(s)

Location Where Item Manufactured, Assembled or Produced

☐

SECTION SIX DOCUMENTATION

The specified goods or products are treated as manufactured, assembled or produced in the United States under an existing treaty, law, agreement or regulation of the United States regarding export-import restrictions and international trade. List item Number(s) and Treaties covering item below.

DEFINITIONS

MANUFACTURED - to make or process a raw material into a finished product; create, or to produce or to turn-out in a mechanical manner.

ASSEMBLED - to fit or join together the parts in a manufacturing environment.

PRODUCED - create by manual or physical effort, to make or yield the customary product or products.

MUST BE COMPLETED AND SIGNED

I hereby certify that the above information is true and correct and further certify that this statement complies with all provisions of Section 5.58.010 Revised Code of the City of St. Louis, 1985, as amended.

FIRM NAME: _____

ADDRESS: _____

CITY: _____ **STATE:** _____ **ZIP:** _____

BY: _____

(SIGNATURE and TITLE)

**CITY OF ST. LOUIS/SUPPLY DIVISION
MINORITY/WOMEN BUSINESS ENTERPRISES FORM
(M/WBE FORM)**

A. Mayor's Executive Order #28, Section Six - Supply Contracts

1. The goal of the City of St. Louis is that 25% of the value of all contracts let and purchases made by the Supply Commissioner shall be let or made with Minority Business Enterprises (MBEs) and that 5% of the value of all contracts let and purchases made by the Supply Commissioner shall be let or made with Women's Business Enterprises (WBEs).
2. All contracts let by the Supply Division for the purchase or lease of materials, equipment, supplies, commodities or services, the estimated cost of which exceeds \$500, shall be subject to this goal.
3. The methods by which the Supply Commissioner shall pursue this goal shall include but not be limited to the following:
 - a. The Supply Commissioner shall solicit bids from minority business enterprises and women's business enterprises certified to supply the required materials, equipment, supplies or services;
 - b. St. Louis Airport Authority (SLAA) shall provide the Supply Commissioner with a list of minority business enterprises and women's business enterprises qualified to provide each of those commodities that the Supply Commissioner indicates are required by the City;
 - c. The Supply Commissioner shall notify SLAA prior to solicitation of bids whenever no such qualified businesses are available;
 - d. SLAA shall attempt to identify such qualified businesses, and if successful, shall notify the Supply Commissioner of their availability; and
 - e. The Supply Commissioner shall provide such minority business enterprises and women's business enterprises every practical opportunity to submit bids.
4. Joint ventures or mentor-protégé relationships between prime contractors and subcontractors with local MBE and WBE firms are encouraged.
5. Participation of MBE and WBE firms located outside the St. Louis Metropolitan Statistical Area (SMSA) shall not count toward the goals established in this order.

B. SUPPLY DIVISION POLICY

It is the policy of the Supply Division that all bids/contracts awarded adhere to the Mayor's Executive Order #28. All vendors are encouraged to comply with this policy and all other provisions of Executive Order #28. A copy of Executive Order #28 is available upon request. Each Vendor/Contractor (bidder) must complete, sign and return this M/WBE Form. Failure to complete, sign and return the M/WBE Form will result in the bid being declared non responsive and your bid may be eliminated.

C. OBLIGATION

The bidder agrees to make a good faith effort to ensure that M/WBE businesses have an opportunity to participate in the performance of contracts or subcontracts financed in whole or in part with City funds. The bidder will take all necessary and reasonable steps to ensure that said businesses have an opportunity to compete for and perform under this bid/contract. The bidder shall not discriminate on the basis of race, color, national origin or sex in the award and performance of bids/contracts. The Directory of Disadvantaged, Minority and Women Owned Business Enterprises certified by the City of St. Louis, can be viewed at www.mwdbe.org.

**CITY OF ST. LOUIS/SUPPLY DIVISION
MINORITY/WOMEN BUSINESS ENTERPRISES FORM
(M/WBE FORM)**

D. BID/CONTRACT IDENTIFICATION

Bid #: _____ or Contract Name: _____

Opening Date: _____ Your Bid Total: \$ _____

If your bid is \$500 or higher, please complete Section 'E'. We are NOT requesting information on how your company currently supports M/WBE suppliers. We want to know if there are opportunities you might consider to work with M/WBE suppliers for THIS SPECIFIC bid/contract.

E. ASSURANCE MBE/WBE Goal: 25% MBE and 5% WBE (Minimum Participation)

I, acting in my capacity as an officer of the undersigned bidder(s) if a joint venture, hereby assure the City of St. Louis that on this bid/contract my company will: **(CHECK ONLY ONE)**

☐ **Meet or exceed the M/WBE goal with: _____% MBE and _____% WBE Participation**

Proposed MBE Vendor Name: _____ Amount \$ _____

Item or materials to be supplied by MBE Vendor: _____

Proposed WBE Vendor Name: _____ Amount\$ _____

Item or materials to be supplied by WBE Vendor: _____

☐ **Fail to meet the M/WBE goal, but made a good faith effort to meet the goals as follows:**

_____ % MBE and _____ % WBE Participation (Enter Proposed Vendor information above.)

☐ **Not meet the M/WBE goal for the following reasons(s):(Check All That Apply)**

<input type="checkbox"/>	Our Company is an MBE certified by the State of: _____
<input type="checkbox"/>	Our Company is a WBE certified by the State of: _____
<input type="checkbox"/>	We have contacted suppliers listed in the SLAA Directory but have received no reply
<input type="checkbox"/>	There are no subcontracting opportunities for this bid/contract
<input type="checkbox"/>	We are a Dealer and the order will be drop-shipped from the manufacturer to the user
<input type="checkbox"/>	We are the manufacturer and the order will be drop-shipped from the factory to the user
<input type="checkbox"/>	A letter of explanation is attached
<input type="checkbox"/>	Other reason: _____ _____

FIRM NAME: _____ FEDERAL ID NUMBER: _____

SIGNATURE: _____ FAX NUMBER: _____

PRINTED NAME: _____ DATE: _____

TITLE: _____ E-MAIL: _____